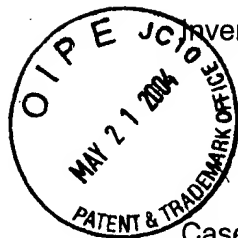


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3623

IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

**Patent Application**



Inventors: **Frank J. Bogart  
Camille Gabriel  
Sarah Kiefhaber  
Gary S. King  
Rebecca K. Phelps**

Case No.: **Bogart 18-3-1-4-1**  
Serial No.: **09/588,963**      Group Art Unit: **3623**  
Filing Date: **June 7, 2000**  
Examiner: **Akiba K. Robinson Boyce**  
Title: **Multimedia Customer Care Center Having a Layered Control Architecture**

Mail Stop Non-Fee Amendment  
Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

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MAY 24 2004  
**GROUP 3600**

SIR:

**TRANSMITTAL LETTER**

Enclosed is an Amendment in the above-identified application.

**NO ADDITIONAL FEE REQUIRED**

In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 501602** as required to correct the error.

Respectfully submitted,

By *David Volejnicek*  
David Volejnicek  
Corporate Counsel  
Reg. No. 29355  
303-538-4154

Date: 18 May 2004  
Avaya Inc.  
Docket Administrator  
307 Middletown-Lincroft Road  
Room 1N-391  
Lincroft, NJ 07738

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450.

|                       |                                     |                                     |
|-----------------------|-------------------------------------|-------------------------------------|
| On <u>18 May 2004</u> | Tina R. Wilson                      | <u><i>Tina R. Wilson</i></u>        |
| Date of Deposit       | (Type name of person mailing paper) | (Signature of person mailing paper) |